

**Illinois Individual Placement and Support (IPS)
Action Plan to Enhance the Availability of IPS to
Williams and Colbert Class Members**

April 2015

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Introduction and Background

On September 29, 2010, the State of Illinois entered into a Consent Decree, settling the *Williams v Quinn* class action lawsuit, first filed in 2005. The lawsuit alleged that Illinois was in violation of Title II of the American with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act by —needlessly segregating Plaintiffs, a class of 4500 Illinois residents with Serious Mental Illness (SMI) living in institutional settings (Institutes of Mental Disease), denying them opportunities to receive services in more integrated settings. Though the State denied liability and any violation of these federal laws, the Parties to the suit were always fundamentally in agreement that when clinically appropriate, all persons with Serious Mental Illness currently residing in Institutes of Mental Disease (IMD) in Illinois have the right to choose to live in community-based settings, and that the State has an obligation to expand the current community-based service system to support the needs of those individuals. In addition, the State firmly asserts that Recovery Principles, a set of fundamental beliefs that persons with mental illness can recover and live purposeful lives, should guide all systems reform efforts and frame the development and expansion of all services.

The *Colbert v. Quinn* lawsuit alleged that individuals are being unnecessarily segregated and institutionalized in nursing facilities in Cook County in violation of the ADA and Rehabilitation Act. Through the Colbert Consent Decree, the State of Illinois agreed to provide the necessary supports and services to enable a certain number of consenting Class Members to live in the most integrated community settings appropriate to their needs.

Individual Placement and Support (IPS) Supported Employment is an evidence-based, fast track, no denial employment program for people recovering from mental illness. According to the Dartmouth Psychiatric Research Center, research has shown that people with mental illness who are motivated to find work have more success through IPS Supported Employment programs than with alternative vocational programs.

The goal of IPS programs is competitive employment in the community, not jobs created for people with disabilities. The IPS supported employment model uses a team approach to increase the chances of a successful placement. As part of the individualized plan, a clinical therapist, an employment specialist, and a benefits specialist meet with each program participant on a regular basis, even after employment begins, to create problem solving strategies as well as to provide assistance with career planning and advancement. The team also works with the participant’s family and employer to create a supportive environment.

Core Principles of IPS

- **Zero Exclusion:**
All clients who want to work are eligible for vocational services.
- **Client Preferences:** Client preferences with regard to the type of job, the nature and amount of support provided, and decisions about disclosure are used to guide the process.
- **Integrated Vocational and Mental Health Services:** Frequent communication and contact between the client and their whole team (mental health, supported employment, vocational rehabilitation, and case manager) is an integral principle.
- **Competitive Employment:** Helping clients to find jobs that are open and available to anyone that pays at least minimum wage are the goal.
- **Benefits Counseling:** Individualized work incentives, benefit counseling, and planning should be provided to help clients determine the impact of work on their specific situation.
- **Rapid Job Search:** The job search should begin as soon as possible, with limited assessments or "work readiness" trials. Typically this can be in as little as two weeks from the initial meeting between the client and employment specialist.
- **Follow Along Supports:** Follow along support to work related symptoms should be provided for as long as the client wants and in the way the client wishes to be supported.
- **Systematic Job Development:** Employment specialists develop relationships with employers, based on their clients' work goals, meeting employers face-to-face over multiple visits.¹

Since 2005, DMH and DHS/Division of Rehabilitation Services (DRS) have partnered in a joint effort to increase access to Individual Placement and Support (IPS) supportive employment for persons with serious mental illnesses and to improve the coordination of psychiatric and vocational services. Locally, services are obtained through joint planning and service efforts by community mental health centers (CMHCs) and local offices of DRS. Supported Employment Services in Illinois are based on the integration of DHS Division of Rehabilitation Services (DRS) funded vocational services/resources with DMH funded mental health treatment and supportive services. The Maps in Appendices B and C show agencies and locations where IPS is provided in Illinois and in the greater Chicago area.

¹Adapted from Dartmouth Psychiatric Research Center "Practice Principles of IPS Supported Employment." (version 10/11/11)

IPS Action Plan to Enhance the Availability of IPS to Williams and Colbert Class Members

IPS has developed an action plan that we believe has the potential to increase the number of Williams and Colbert Class Members who participate in the IPS program. The plan is divided into three overarching priorities and focuses on using the Drop in Centers to engage class members around employment.

***Priority One:* Agencies with IPS Programs connected to Williams/Colbert clinical teams**

***Priority Two:* Agencies with either full or partial disconnect between IPS and Williams/Colbert clinical teams**

***Priority Three:* Agencies without IPS**

Strategies:

I. Initiate efforts to hire an individual to function as project manager for the Supported Employment action plan

The initiative will seek to hire a project manager/IPS Trainer to develop, implement and monitor the activities of the supported employment initiative. This will require a coordinated effort across state departments and agencies.

Lead/participating Agencies: IDoA, DMH

Timeline: May – July 2015

II. Implement an education and outreach IPS Campaign

The campaign will be a statewide partnership to raise public awareness of employment for individuals recovering from mental illness and persons with disabilities supported by the IPS program. The campaign will reach these populations with messages on the importance of participating in supported employment activities and the connections between employment, recovery, and overall health.

Lead/Participating Agencies: DRS, IDoA, DMH

Timeline: July 2015 – December 2015

III. Implement broad based and targeted IPS training and technical assistance to a broad range of individuals and stakeholders

Stakeholders will include Williams and Colbert Class Members, Williams and Colbert staff, Resident Reviewers, Provider Agency staff, Drop-in Center staff, DRS Local Office staff, DMH Regional staff and volunteers. Training will emphasize that the Drop-in Centers will serve as the hub for employment engagement and will include the core principles of IPS. Currently there are sixteen agency Drop-in Centers which are available to Williams and Colbert Class Members.

Lead/participating Agencies: IDoA, DMH, DRS

Timeline: September 2015 – March 2016

- IV. Build drop-in-center skill and capacity to engage class members around employment.** Drop-in Centers will implement a variety of employment engagement activities and strategies. We don't expect agencies to do all 15 of these interventions, but rather to select those that will work the best at their drop in center. What we want is for each drop in center to implement a number of these or substitute other ideas.
Lead/participating Agencies: IDoA, DMH, DRS
Timeline: September 2016 – March 2016
- V. Build ACT Teams capacity to provide IPS and evidence-informed practices.** Although by definition ACT teams are staffed with a person who helps with employment, in most cases the ACT teams are not implementing evidence-based and informed employment practices. ACT Teams and agencies will be assisted in modifying their practices and structures to increase the use of best employment practices.
Lead/participating Agencies: DMH, IDoA
Timeline: March 2016 – August 2016
- VI. Implement Process and outcome monitoring to evaluate the effectiveness of the plan and guide plan modifications.** Continued monitoring of the action items to ensure implementation. Collaborate with drop in centers and Colbert/Williams providers on ways we might track employment engagement encounters. Collect data on enrollment in IPS and related employment outcomes.
Lead/participating Agencies: DMH, IDoA, DRS
Timeline: July 2015 and ongoing

What follows is a list of specific actions divided up among the three priorities that IPS plans to implement. Many of these actions will have a broad impact on the work of the Division of Mental Health's IPS program and will require thoughtful implementation based on current conditions and available resources.

Implement broad based and targeted IPS training and technical assistance to a broad range of individuals and stakeholders		Priority One	Priority Two	Priority Three
1.	Education/Training/Technical Assistance - when the training is specific to IPS it will be done by the Colbert/Williams IPS Project Manager/Trainer and/or IPS Agency Supervisor.	✓	✓	✓
2.	Work with stakeholders to explore potential methods for communicating meaningful information on IPS (Case Workers, ACT Teams, Quality Administrators, Drop-In Center managers); IPS Project Manager/Trainer, IPS Agency Supervisors;	✓	✓	
3.	Provide TA on IPS and engagement; IPS Project Manager/Trainer provides initial training, Quality Administrators support and monitor follow-through.	✓	✓	✓
Build drop-in-center skill and capacity to engage class members around employment.		Priority One	Priority Two	Priority Three
1.	Use sign-in sheet as contact form to follow up and support engagement; IPS project manager/Trainer can help get started; IPS Agency Supervisors and Drop in Center managers responsible for ongoing follow through.	✓	✓	
2.	Invite benefit planners and representatives from one-stops to discuss additional community resources. Drop in Center managers; IPS Agency Supervisors or ES; IPS Project Manager/Trainer supports linkage	✓	✓	✓
3.	Increase exposure through peer work success stories and advertising (posters, printed testimonials); Drop in Center managers ; IPS Project Manager/Trainer support startup; Agency Supervisors	✓	✓	✓

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<p>4. Use computer lab for “special sessions” where a resume writing workshop might be offered; Drop in Center managers ; IPS Agency Supervisors; IPS Project Manager/Trainer to help get this started</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>
<p>5. Special “Ban the Box”² IPS presentation that may support increased engagement of those with justice involvement; Drop in Center managers; IPS Supervisors; IPS Project Manager/Trainer to help get this started.</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>
<p>6. Explore more formal/quarterly IPS presentation format that includes client success stories and guest speakers like benefits planners and employers; Drop in Center managers; IPS Agency Supervisors</p>	<p>✓</p>	<p>✓</p>	
<p>7. Special sessions/presentations like “how to dress and prepare for the interview”; Drop in Center managers ; IPS Supervisors ; IPS Project Manager Trainer to help get this started</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>
<p>8. Consider self-referral option where IPS information/materials are presented; IPS Agency Supervisors; Drop in Center managers</p>	<p>✓</p>	<p>✓</p>	
<p>9. A work board that has testimonials, self referral and job leads may promote engagement; Drop in Center managers; IPS Agency Supervisors; IPS Project Manager/Trainer to help get this started.</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>
<p>10. Have monthly employment and IPS activity at the Drop-In Center; Drop in Center managers; IPS Agency Supervisors; IPS Project Manager/Trainer</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>
<p>11. Use consumers and Ambassadors to share work and recovery stories; NAMI outreach workers, Williams Ambassadors, IPS Agency Supervisors and employment specialists; DMH Williams leadership; IPS Project Manager/Trainer and Williams Quality Administrators support getting started</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>

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12.	“IPS Corner”, posters, flyers and a basket for questions and answers; Drop in Center; IPS Agency Supervisors; IPS Project Manager/Trainer to help started.	✓	✓	✓
13.	Weekly “vocational topics”; Drop in Center managers; IPS Agency Supervisors to help get started; IPS Project Manager/Trainer to help get started	✓	✓	✓
14.	Weekly IPS/career planning group for clients that do not want to come in the program yet but want to attend the group; Drop in Center manger & IPS Agency Supervisor	✓	✓	
15.	Explore options for linking interested class members with IPS programs. IPS Project Manager/Trainer in partnership with clinical leadership at the Williams/Colbert agency.			✓
Build ACT Teams capacity to provide IPS and evidence-informed practices.		Priority One	Priority Two	Priority Three
1.	Identify agencies with ACT Teams; Have Williams ACT Employment Specialist and Quality Manager allow for indirect supervision line to IPS Supervisor for TA, with ES attending weekly IPS Team Meeting; IPS Trainers, IPS Agency Supervisors; Regional Executive Directors and Contract Managers and Williams Quality Administrators support follow-through.		✓	
2.	Explore ways to expand access and use of evidence-based and informed employment practices.		✓	✓

2. **“Ban the Box,”** refers to the policy of removing the check-box that asks about criminal history from job applications so that employers consider a job candidate’s qualifications first, without the stigma of a criminal record.

Appendix A: IPS Practice & Principles

IPS Practice & Principles

Overview of IPS Supported Employment

IPS supported employment helps people with severe mental illness work at regular jobs of their choosing. Although variations of supported employment exist, IPS (Individual Placement and Support) refers to the evidence-based practice of supported employment.

Characteristics of IPS Supported Employment

- It is an evidence-based practice
- IPS supported employment practitioners focus on client strengths
- Work can promote recovery and wellness
- Practitioners work in collaboration with state vocational rehabilitation
- It uses a multidisciplinary team approach
- Services are individualized and long-lasting
- The IPS approach changes the way mental health services are delivered

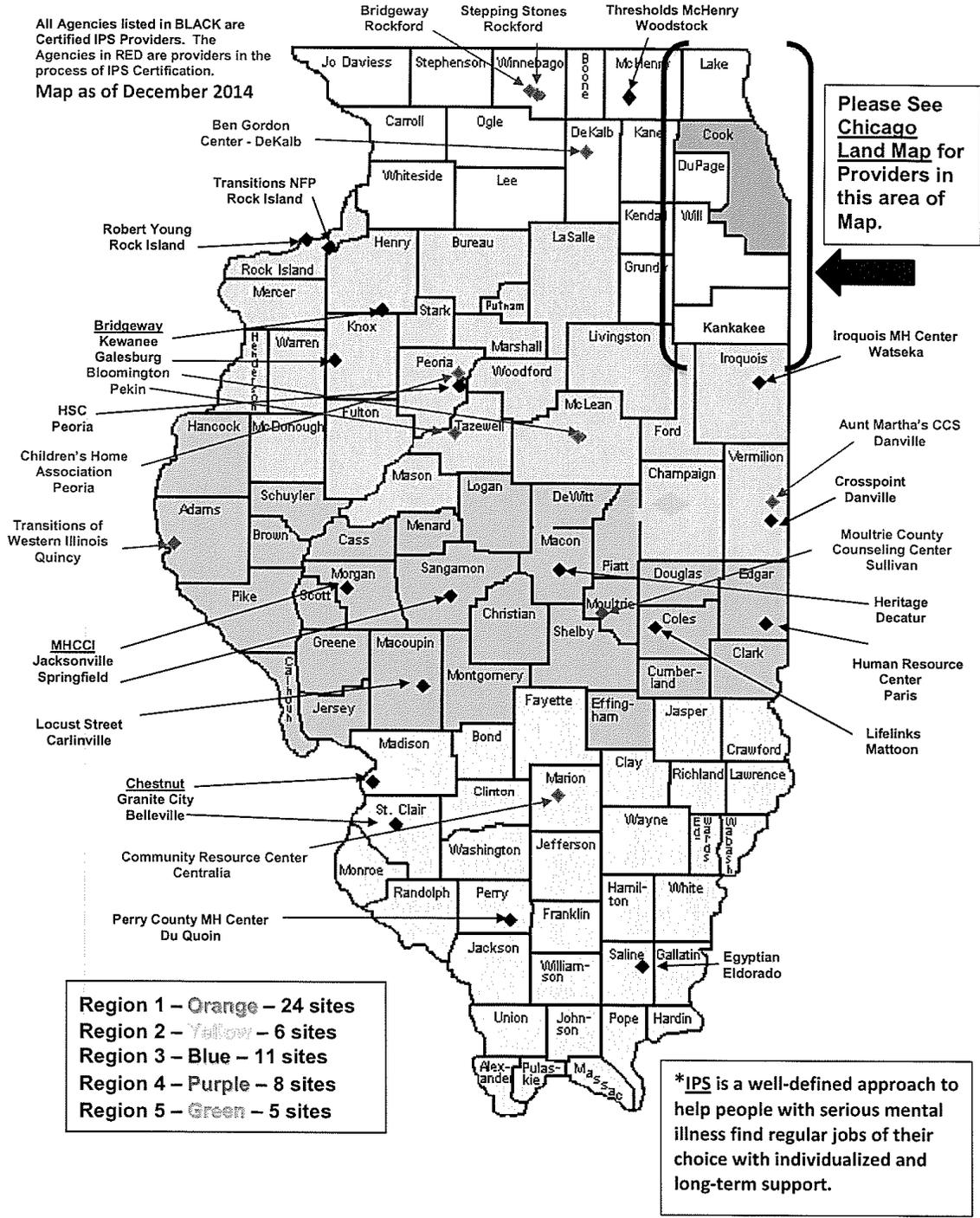
Practice Principles of IPS Supported Employment

1. Focus on Competitive Employment: *Agencies providing IPS services are committed to competitive employment as an attainable goal for clients with serious mental illness seeking employment.*
2. Eligibility Based on Client Choice: *Clients are not excluded on the basis of readiness, diagnoses, symptoms, substance use history, psychiatric hospitalizations, level of disability, or legal system involvement.*
3. Integration of Rehabilitation and Mental Health Services: *IPS programs are closely integrated with mental health treatment teams.*
4. Attention to Client Preferences: *Services are based on clients' preferences and choices, rather than providers' judgments.*
5. Personalized Benefits Counseling: *Employment specialists help clients obtain personalized, understandable, and accurate information about their Social Security, Medicaid, and other government entitlements.*
6. Rapid Job Search: *IPS programs use a rapid job search approach to help clients obtain jobs directly, rather than providing lengthy pre-employment assessment, training, and counseling.*
7. Systematic Job Development: *Employment specialists build an employer network based on clients' interests, developing relationships with local employers by making systematic contacts.*
8. Time-Unlimited and Individualized Support: *Follow-along supports are individualized and continued for as long as the client wants and needs the support.*

Appendix B:

Map of Illinois IPS

Illinois Individual Placement and Support [IPS*]

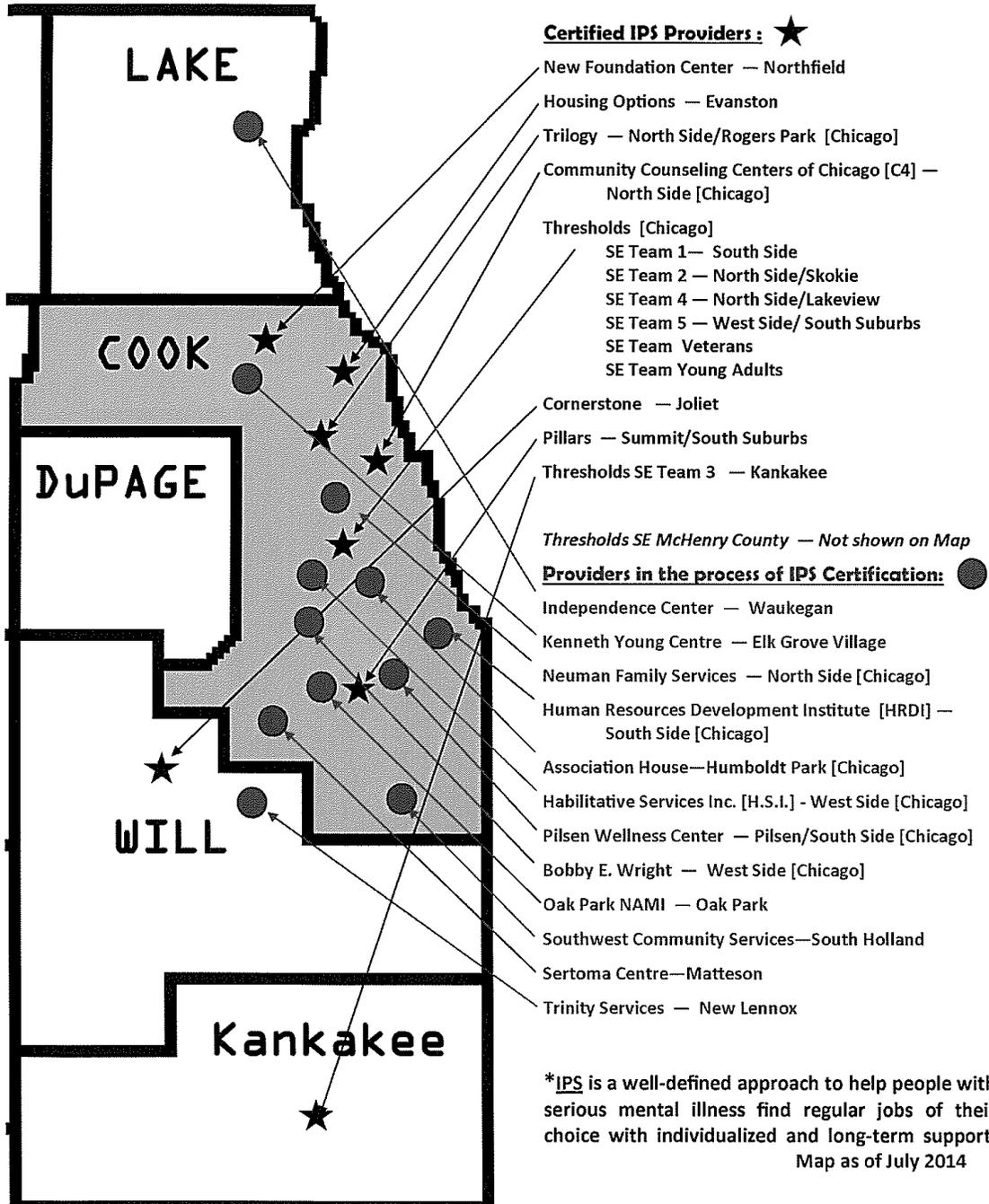


Appendix C:

Map of Chicago Land

IPS Providers

Chicago Land Individual Placement and Support [IPS*] Providers



Appendix D: Williams and Colbert Providers Spreadsheet

Drop In Centers For Possible IPS Outreach

Provider	Drop In Centers	Class Members Utilization per Month	Williams Provider	Colbert Provider	Agency IPS Provider	Class Member IPS Access	Recommendations	Comments
Thresholds	Thresholds - New Freedom South- 718 W. 47TH St., Chicago	25	X	X	X	Partial	For all Thresholds sites: Use sign in sheet as contact form to follow up and support engagement. Highlight employment in other ways by inviting benefits planners (I think the planner has been there) and reps from one stops to discuss additional community resources. Increase exposure through peer work success stories and advertising (posters, printed testimonials). Use computer lab for "Special sessions" where a resume writing workshop might be offered. For ex: a special "ban the box" IPS presentation occurred that may have supported increased engagement of those with justice involvement.	IPS kick-offs occur once a quarter at Thresholds drop in centers. They track attendance at the kick-offs via sign in sheet. Monthly or quarterly kick offs at each freedom center. When they started the kick-off? Has it resulted in greater enrollment? All ACT ES have monthly team meeting with E-Shawn. (not fidelity). ACT ES not monitored for fidelity.
	New Freedom Central - 2045 W. Grand, Chicago	20	X	X	X	Partial		IPS kick-offs occur once a quarter at Thresholds drop in centers. They track attendance at the kick-offs via sign in sheet.
	Thresholds- New Freedom So. Suburbs - 12145 S.	12	X	X	X	Partial		IPS kick-offs occur once a quarter at Thresholds drop in centers. They track attendance at the kick-offs via sign in sheet.
	Thresholds - New Freedom (Kankakee) - 202 N. Schuyler,	16	X	X	X	Partial		IPS presentations/kick offs are held quarterly at this site. Employment success stories are shared. Attendance is tracked via sign in sheet.

Provider	Drop In Centers	Class Members Utilization per Month	Williams Provider	Colbert Provider	Agency IPS Provider	Class Member IPS Access	Recommendations	Comments
Trilogy	Trilogy- The Beacon - 1400 W. Greenleaf, Chicago	50	X	X	X	Yes		<p>(Per Susanne, Trilogy IPS Program Coordinator) The Peer who was the Beacon/Peer Employment Specialist just resigned. Up to three weeks ago, she did attend our Monthly Employment Services Meeting. She had worked in the Beacon as an ES for at least 5 years. Although her title was Employment Specialist, she did not report to me, nor did she provide IPS services. Her role was engaging clients in the Beacon around work, helping with one-on-one computer skills for work/job lead searches and resume building. My feeling is this certainly helped with referrals to our IPS program, but I don't have any hard data on this sorry.</p> <p>IPS Coordinator attends their weekly team meeting quarterly to promote IPS services and we have a Dartmouth IPS poster in the Beacon, along with pamphlets explaining the service. Our SAMHSA IPS Team has begun to work more closely with the Beacon (Our Peer ES/Recovery Specialist is planning to co-facilitate a WRAP and WHAM group with Beacon staff. One of the Beacon Coordinators attends the SECC meetings with me and has signed up for a subcommittee).</p> <p>(ACT) Gabrielle receives weekly individual supervision from her IPS TL for an hour where a standardized supervision agenda is used. Also, her TL and myself attend her clinical team meetings much more often than the fidelity minimum of once per quarter to help support in her role and the clients she serves. Gabrielle adheres strictly to the IPS model, so she does not provide any ACT services, rather only IPS services. Her ACT teams have an ACT ES that spends the bulk of their time on regular ACT services (meds, case management, etc.) and what time they can on work. Gabrielle and the ACT ES collaborate to maximize the client's success with the work goal.</p> <p>There is also a PSR Group where clients come to share their recovery stories and we suggest speakers who find work through our IPS program and promote attendance throughout Trilogy, including clients in the Beacon.</p>

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Provider	Drop In Centers	Class Members Utilization per Month	Williams Provider	Colbert Provider	Agency IPS Provider	Class Member IPS Access	Recommendations	Comments
C4	C4 Chicago - 5710 N. Broadway, Chicago	50	X	X	X	Yes	Explore a more formal/quarterly? IPS presentation format that includes client success stories and guest speakers like benefits planners and employers. Special sessions/presentations like "how to dress and prepare for an interview" may keep employment on the minds of clients even if they are not currently enrolled in IPS. Consider a self referral option where IPS info/materials are presented.	Per IPS Supervisor: IPS team has been a presence in the center since the day we opened. Because I also supervise the Drop-In Center, either myself or other members of the team are up there every day. We do put on presentations on occasion and work is often a hot topic in our goals group. The Drop-In Center staff are also really great in playing up the benefits of work. Because of the way we've set it up, we get quite a few referrals coming out of the center. It works out really well. With regard to our IPS ACT person, we've just hired someone who started on Monday. We had been without this position for about four months. When staffed, this person attends all the ACT meetings as well as all the IPS meetings.mm With regard to our IPS ACT person, we've just hired someone who started on Monday. We had been without this position for about four months. When staffed, this person attends all the ACT meetings as well as all the IPS meetings.
HRDI	HRDI Drop In Center - 1757 E. 75th St., Chicago	20	X		X	No		

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Provider	Drop In Centers	Class Members Utilization per Month	Williams Provider	Colbert Provider	Agency IPS Provider	Class Member IPS Access	Recommendations	Comments
Grand Prairie	Grand Prairie Drop In Center - 450 W. 14th St., Chicago Heights	20	X	X		No		
Association House	Association House - 1116 N. Kedzie, Chicago	36	X	X	X	No	As this site has stated there have been low referrals recently, a structured presentation with client success stories, benefits planners and other guest speakers may be helpful. A work board that has testimonials, self referral and job leads may promote engagement.	There is an ACT ES and a regular IPS ES. They have had very limited interaction and do not attend the same team meeting. There has been no formal presentation about IPS in the drop in center. One of the IPS clients became the peer support person in the drop in center (6/14). He refers clients that are ACT to the ACT ES and non ACT clients to the standard IPS program.
Lake County Health Department	Lake County Health Dept., New Recovery Center - 3002 Grand Ave. Waukeegan	40-50	X			No	Have local IPS providers present on IPS at the center. They can explain the referral process and principles of the model. Benefits presentations on site are also recommended. Client IPS work story presentations with a question and answer session may increase interest in vocational services.	Independence Center will no longer provide IPS services after this fiscal year. Northpoint Resource Center is a BIP IPS provider serving young adults in Lake County. They may be open to taking referrals but the BIP contracts are limited..
Heartland Health	Heartland Health Outreach - 4750 N. Sheridan, Chicago	HHO does not currently have a Williams Drop-in-center	X	X		No		

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Provider	Drop In Centers	Class Members Utilization per Month	Williams Provider	Colbert Provider	Agency IPS Provider	Class Member IPS Access	Recommendations	Comments
Heritage Behavioral	Heritage Behavioral Health - 3595 N. Charles St., Decatur	7	X		X	Partial	Provide On-going monthly TA from IPS Trainer on IPS and engagement. To have Williams ACT ES and Quality Manager allow for indirect supervision line to IPS Supervisor for TA, with ES attending weekly IPS Team Meeting. To have monthly employment and IPS activity at the Drop-in Center. To access Benefits Planning at Drop-in center. To use Consumers to share Work & Recovery Stories.	Agency has IPS/Some IPS TA started. ACT ES is not connected to IPS team. William ES is at the drop in center. Williams ES has not been doing the EBP.
Human Service Center	Human Service Center - Brighter Days Ahead Recover Center - 513 N.E. Madison, Peoria	10	X		X	Partial	To continue the on-going monthly IPS TA from IPS Trainer. To have the Williams ES and Quality Manager allow for indirect supervision line to IPS Supervisor for TA with ES attending weekly IPS Team Meetings. To continue Weekly Employment Group with consumers. To have monthly Employment and IPS activity at the Drop in Center. To provide Benefits Planning at the Drop-in Center. To use consumers to share work & Recovery Stories.	Agency has IPS/Some IPS TA started. Agency has IPS/Some IPS TA started. There is an employment group for Williams. Williams ES is taking people to DRS. Williams ES does not receive

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									vocational supervision. Not connected to the EBP. ES is big supported of WRAP. There are posters a drop-in-center. Job ads etc.
AID			X				No		
Alexian Brothers			X				No		IPS presentation done with vocational services team and leadership. They have a basic understanding.

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Provider	Drop In Centers	Class Members Utilization per Month	Williams Provider	Colbert Provider	Agency IPS Provider	Class Member IPS Access	Recommendations	Comments
Cornerstone Services			X		X	No	<p>Education and outreach modeled after the PSR program in the drop-in center. Current efforts at PSR include: "We have the "IPS Corner" in PSR. I have posters, and flyers, and a basket for questions and answers. We have client stories posted on the intranet and on the wall.</p> <p>Just 2 weeks ago, Michelle and I sat in on the Monday Government PSR group with the client's and coordinator to discuss IPS with client's. We do this from to time. We are also starting up the weekly IPS/career planning group. This is for PSR client's. We do a different vocational topic each week, and of course promote IPS. These are client's that do not want to come in the program yet but do want to attend the group.</p> <p>We have had presentation, with speakers and without, and Michelle and I stop in from time to time just to play a game of pool...have coffee...so they know that we are the IPS ladies.</p>	No connection between Williams teams and IPS team.
DuPage County			X			No		
Ecker Center			X			No		
Presence Behavioral Health			X			No		

Provider	Drop In Centers	Class Members Utilization per Month	Williams Provider	Colbert Provider	Agency IPS Provider	Class Member IPS Access	Recommendations	Comments
Trinity Services, Inc.			X		X	No		Currently have a program but a baseline IPS fidelity review has not been done. There have been some issues with staff turn over and client access. Uncertain if clients in the drop in center have been exposed to the IPS model. No connection between Williams teams and IPS. Agency in process of figuring out how to best use their ES. If there is an ACT team, the ES is not connected to IPS.
Pilsen	Pilsen - 500 E 47th Street Chicago	10		X	X	No	Have the IPS program present on IPS at the center. They can explain the referral process and principles of the model. Benefits presentations on site are also recommended. Client IPS work story presentations with a question and answer session may increase interest in vocational services.	ES mostly attached to residential program. Their IPS program isn't fully developed yet.
Sertoma				X	X	No		ES mostly attached to PSR Program. Their IPS program isn't fully developed yet.
Kenneth Young	Kenneth Young - 1585 W Dempster St, Mount Prospect	Drop-in-center has not opened yet. Scheduled to open March 14th.		X	X	No	Have the IPS program present on IPS at the center. They can explain the referral process and principles of the model. Benefits presentations on site are also recommended. Client IPS work story presentations with a question and answer session may increase interest in vocational services.	The drop in center is not open yet. KYC has one IPS Employment Specialist. IPS attached to 2 clinical treatment teams. Direct DRS referrals, out patient therapy clients.

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Provider	Drop In Centers	Class Members Utilization per Month	Williams Provider	Colbert Provider	Agency IPS Provider	Class Member IPS Access	Recommendations	Comments
LSSI				X		Partial		Housing options just started a new relationship with LSSI to provide IPS. So, housing options now has 3 Colbert class members on their caseload.
Bobby E. Wright	2339 W Lake St Chicago, Illinois	Opened 3/9/2015						